



Maryland Department of Budget & Management

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QUESTIONS AND RESPONSES #3

PROJECT NO. 050R5800079

Long Distance Calling Services

November 08, 2004

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. The statements and interpretations contained in the following answers to questions by potential offerors are not binding to the State, unless an addendum expressly amends the RFP. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor.

74. On Price Proposal Form, Attachment F-7, please define the "Number of Intervals" section. You mention that column E contains 10 for the number intervals, which equates to a one-minute interval. How does the number interval of 10 equate to a one-minute interval when column B provides the total number of minutes? I just don't understand the connection.

Answer: The State requested that most prices listed in Attachment F-7 to be quoted in 6-second increments. The 6-second increment is multiplied by 10 to reflect a per minute charge then multiplied by the number of minutes in the table.

75. In section 2.5.1.11, the state indicates a need for BRI/PRI ISDN for item C and section 2.5.1.7 calls for 10 digit screening requirements? Since these requirements indicate a need for ISDN, will the state require ISDN pricing? If so, will the pricing attachments be updated?

Answer: The State does not need ISDN pricing. See Addendum #4, Item #1.

76. For MBE participation, the state indicates "In addition, dollars that are paid to certified MBE subcontractors for work that is allocable (indirect use) to the performance of this contract will be credited towards the goal on a prorated basis". How will the indirect MBE subcontractor participation be prorated? What is the pro-rated formula?

Answer: If the contractor has assets that are required for the performance of this contract and those assets are serviced/maintained/etc by a certified MBE sub-contractor, the contractor can allocate the costs paid to the sub-contractor toward its MBE goal.

For example,

- 1) The contractor has a building that contains routers, switches, circuits, etc which services the Mid Atlantic region and will be used on the Long Distance Calling Services contract. The annual revenues that the contractor receives from Maryland on this contract are \$1,000,000. The total annual revenue from the total Mid-Atlantic region is \$5,000,000.
- 2) A MBE subcontractor is paid \$10,000 annually to maintain the HVAC in the building. \$2,000 of the \$10,000 can be allocated toward the MBE goal ($\$1,000,000 / \$5,000,000 \times \$10,000 = \$2,000$).

The State will make the proration calculation. Contractors will report actual payments made to the MBE's and the state will calculate the amount of these payments (based on the proration percentage) to be applied toward the MBE goal.

Please note: Direct MBE sub-contractor services will be credited 100% toward the MBE goal. Indirect MBE sub-contractor services will be prorated as described above toward the MBE goal.

77. What is meant by the following?

2.5.3.7 Additional Features –

E) Allow Host to monitor the call without using a Contractor operator.

Answer: The State would want the capability to initiate and conduct the conference call without using a Contractor operator. The State would also want the capability to mute all lines except the Host's line.

78. Please explain:

For **2.7.8 Conferencing Ordering Process**

The Contractor shall provide an estimated cost, bridge number and any applicable special instructions. Do you want the reservation specialists to provide the rates at the time of reservation?

Answer: Yes, the reservation specialists would provide the rates at the time of reservation.

79. Please explain:

2.7.10 The Contractor shall accommodate any changes to the ordering process such as an electronic transaction process. What are you looking for here? Internet reservations?

Answer: The State would want the Contractor to be able to process the State's purchase orders electronically, e.g. email, internet or other electronic means.

80. For MBE participation, the State indicates, "In addition, dollars that are paid to certified MBE subcontractors for work that is allocable (indirect use) to the performance of this contract will be credited towards the goal on a prorated basis".

Should the contractor list the certified MBE subcontractors for work this is allocable (indirect use) on the attachment D-2 form?

Answer: The prospective contractor shall list the certified MBE subcontractors for all work, both direct and indirect, on the Attachment D-2 form. The State will review both direct and indirect MBE services to determine the offeror's compliance with the MBE goal.

81. Can you tell me how I can find the States Disaster Recovery Plan? We need to make sure that our plan at least meets if not exceeds its expectations.

Answer: The Department of Budget and Management's website contains the State's Disaster Recovery Plan. To get the State's Disaster Recovery Plan:

Go to www.dbm.maryland.gov .

On the left side of the screen, click on "IT Security",

In the middle of the resultant screen, click on "Response and Recovery"

At the bottom of the resultant screen , under "Document Name", click on"State of Maryland IT Disaster Recovery Guidelines", The "IT Disaster Recovery Guidelines" will then be displayed.

In **QUESTIONS AND RESPONSES #1**, for Question #15, The State gave the below response.

15. Is the State of Maryland on an SDN network today with the current provider? If so what features are being used from the SDN feature set today by the state?

Answer: Yes, the State of Maryland is on an SDN network with the current provider. The State is gathering this information and will identify the current SDN features in a separate correspondence.

The information above that the State was seeking, has been obtained and follows:

The advance features are:

- Expanded Service Management System (ESMS) gives the customer access to on-line reports.
- Off Network Overflow on Terminating Busy permits a customer to complete a call to an on-network station when the terminating special access lines are in use.
- Off Network Overflow on Terminating Busy - this USOC bills per overflow station number.
- Authorization codes per block of 100 personal user numbers with unlimited usage.
- Caller Groups
- Screening Groups
- NRA II for Calling Cards - 800 number and authorization code used.
- NRA IV for which allows customers to work at home and dial into the network with and 800. The customers ANI serves as authorization.
- Digital Routing allows end to end digital transmission at the speed of 56 kbps between SDN on-net locations which use digital special access (Static Arrangement).